



STARKEY HEARING FOUNDATION Global Impact Report





Dear Starkey Hearing Foundation friends,

Over the past 40 years, Starkey Hearing Foundation has brought the gift of hearing to nearly 1.5 million people around the globe, inspired by co-founders Bill and Tani Austin's drive toward sustainable community-based hearing healthcare and supported by many generous donors.

Thank YOU for your support of our work over the years; we truly cannot meet the tremendous needs without you.

As we look ahead, our goal remains the same: access to hearing healthcare through sustainable community-based providers. To make that vision a reality, the foundation's focus has shifted from international hearing missions to an even larger approach to systems change through in-country partnerships, education, training, and capacity building.

This model is delivering significant impact with the first Starkey Hearing Institute, a program of Starkey Hearing Foundation created in 2016 in Lusaka, Zambia. Graduates of the institute have gone on with their passion and purpose to become hearing healthcare professionals and leaders who return to their home countries and make an immediate impact with the many needing individuals in their communities.

The enormous success of the Starkey Hearing Institute in Zambia inspired Starkey Hearing Foundation's commitment to establish two additional educational initiatives in the next five years to educate community members and power the future of hearing healthcare in the areas that need it the most.

In 2023, the foundation finalized plans with the University of Santo Tomas in the Philippines to add a six-month concentrated certification program on Community-Based Hearing Healthcare helping 40 to 60 students from several countries in Asia to be the answer to the need. We're also beginning preparations to add a third institute in the Latin America/Caribbean region.

As with the Institute in Zambia and other foundation initiatives, the impact of these two new institutes will be felt far beyond campus as students return to their home countries and share their new knowledge and practices in their communities.

All of us at Starkey Hearing Foundation are tremendously excited about what the future holds, and we hope you will continue your generous support as we embark upon this new, inspiring chapter.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard S. Brown". The signature is fluid and cursive, written in a professional style.

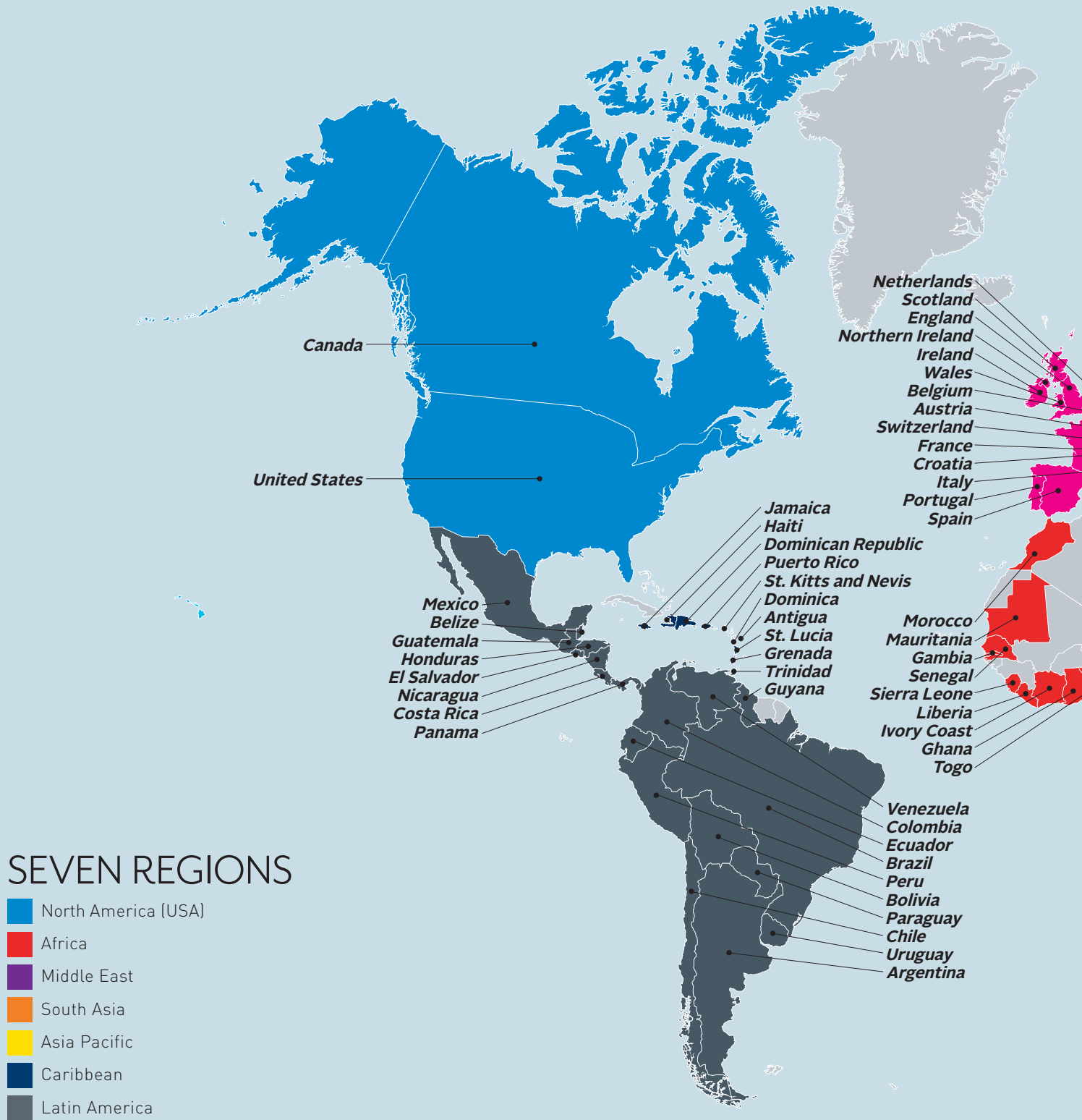
Richard S. Brown
BOARD PRESIDENT, STARKEY HEARING FOUNDATION



After giving birth to her fourth baby girl, Sheila was prescribed a headache relief medicine by her doctor, unaware that it contained ototoxins. Tragically, this medication led to a significant loss of her hearing, to the extent that she could no longer hear her own baby's cries or her other children's voices. Over the years, Sheila's hearing impairment plunged her into a deep depression, leaving her feeling utterly hopeless.

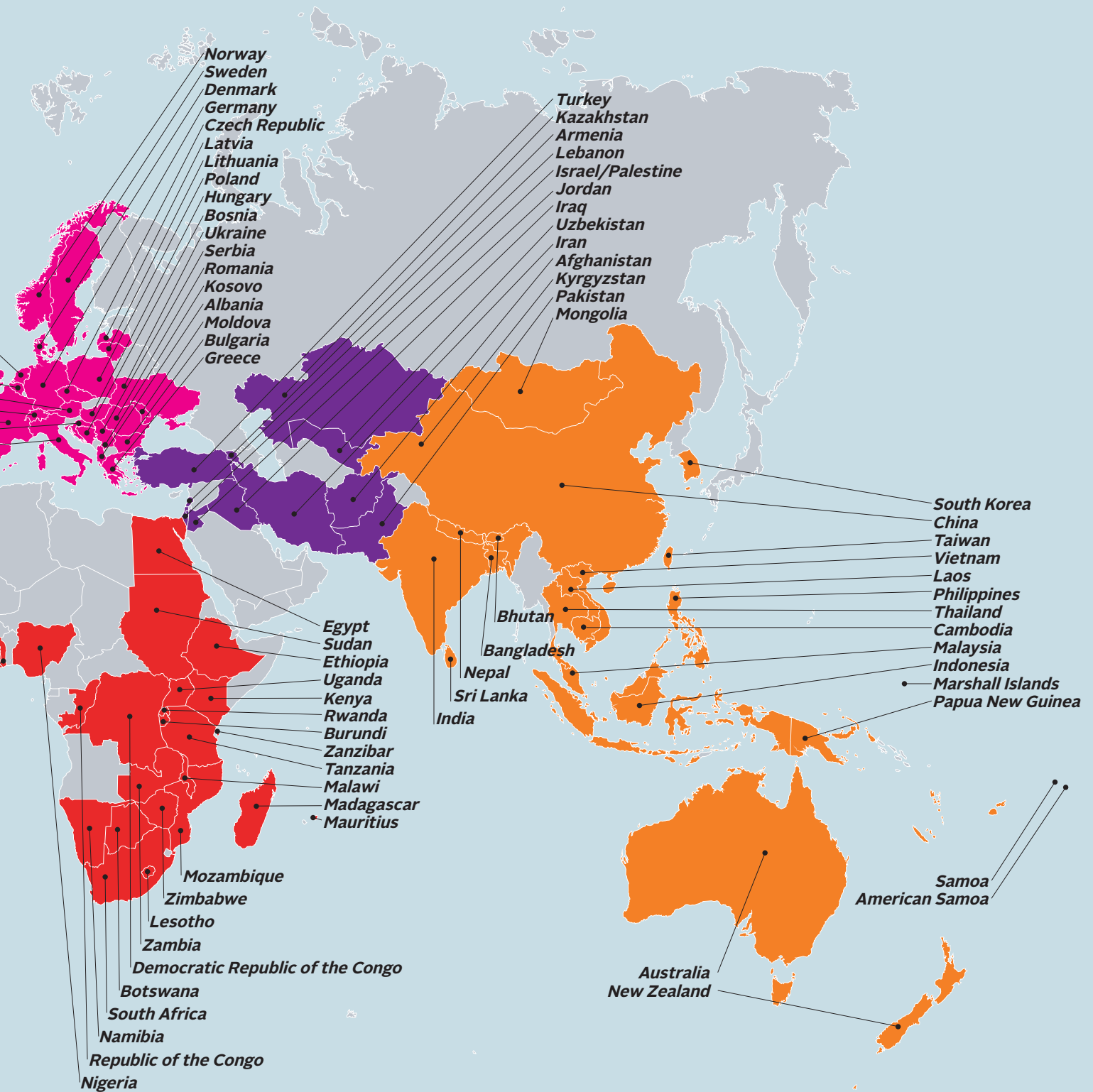
In 2017, Sheila received hearing aids from the Starkey Hearing Foundation. She attributes this moment as the turning point that saved her life, saying, "I thank God for Starkey Hearing Foundation, these people are the best because now I can hear ... and life is so joyful with the gift of the Starkey Hearing Foundation."

40 Years of Transformational Impact



In the almost 40 years since its formation, Starkey Hearing Foundation has opened the doors of opportunity to millions of people in more than 100 countries.

Hearing Healthcare professionals, Starkey Institute graduates and volunteer teams around the world are actively working to not only give the gift of hearing to thousands of people in need, but to ensure those who receive care continue to be supported.



CREATING TRANSFORMATIONAL IMPACT

The Hearing Access Gap Is Growing

As of February 2023, the World Health Organization (WHO) estimated that more than 5% of the world's population experiences disabling hearing loss.*

Disabling hearing loss **disproportionately** impacts people who live in low- and middle-income countries, simply due to a lack of access to trained hearing healthcare professionals.

By the year 2050, it's estimated that more than 700 million people will experience hearing loss.

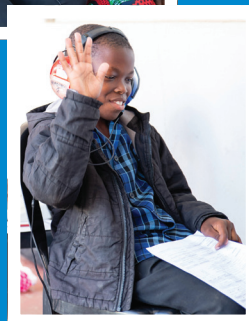
The impact of hearing loss resonates beyond the individual experiencing it. It affects their health, well-being, family, and their community.

At Starkey Hearing Foundation, we're motivated to change the access to those numbers, knowing each individual has a face and story of need. It's for them and their loved ones that we strive to create and deliver a model that is **SIMPLE, SUSTAINABLE, SCALABLE,** and **COMMUNITY-BASED** bringing not only accessibility to the masses but continual contact for their care.

We are excited to share with you a reflection of our impact over the years, the stories of a few of the lives we've had the honor of changing, and our plans for future impact — at a scale we've never done before.



432 million
ADULTS



34 million
CHILDREN

experience **disabling hearing loss.**

By 2050,
1 in 10 people will be impacted



* WHO Media Center factsheet <http://www.who.int/mediacentre/factsheets/fs300/en/>

“We deliver a model that brings accessibility to the masses and continual contact care for the individual.”



TIMELINE OF STARKEY HEARING FOUNDATION



1984

Starkey Hearing Foundation was founded by Mr. Bill Austin with the mission **So The World May Hear**



2000

The **WFA® Community-Based Hearing Healthcare Program** was established as a way to empower individuals and provide access to hearing health right where they live



2013

100 countries around the world have been reached and served by the Starkey Hearing Foundation

1997

Starkey Hearing Foundation embarked on its **first international mission** to El Salvador



2010

Starkey Hearing Foundation serves over **50,000 hearing aids** to those around the world without the means to obtain or afford





2016

The **Starkey Hearing Institute** was established and graduated its first class of 12 professionals representing eight African nations



2021

The Starkey Hearing Institute continues to grow in **sustainable philanthropy** delivering the gift of hearing access to 50,000+ individuals a year from its 67 alumni using the Active Care program

2020

Due to COVID-19 and its surrounding restrictions, Starkey Hearing Foundation takes responsibility to focus its supporters' donations on what was stable and sustainable, the Starkey Hearing Institute and its **dedicated students to deliver the gift of hearing**

2023

November 2023, the Starkey Hearing Institute in Zambia will have **graduated more than 100 students** providing a successful model in its community-based hearing health care accessibility and delivery for long-term care to all those in need



THE STARKEY HEARING INSTITUTE STORY

In May 2016, the doors to the first Starkey Hearing Institute opened in Lusaka, Zambia. It has become the flagship institute of our next chapter. Over nine months students are integrated into an intensive training program covering ear education, hearing instruments, the WFA® model, clinical hearing sciences, and public health initiatives.

Many students are motivated to attend the Starkey Hearing Institute because of a lack of hearing healthcare access in their already established vocation such as nurses, clinicians, special education, or teachers. Starkey Hearing Institute students see this gap and are motivated to make a difference, elevating their passion and purpose through the program. During outreach every week, they receive an in-depth understanding of the hardships faced by those without hearing healthcare access. With this exceptional hands-on experience, students then provide life-changing services that return a patient to their sound, their community, and their hope.



After graduating and achieving their Hearing Instrument Specialist Training and Certificate, students return to their communities, fully equipped to provide that area and beyond access to hearing services and educate people with hearing issues for years to come. Here in their communities, they will participate in the Starkey Hearing Foundation's Active Care Program with the capacity to assist an estimated 500 – 1,000 patients a year in ear exams, wax removal, hearing tests, and hearing aids provided by the Starkey Hearing Foundation.

By investing in education, our students will change what the future of access to hearing healthcare looks like.

The Starkey Hearing Institute has on average a class size of 20 individuals ranging in different demographics and age, from all parts of the regions of Africa, all welcomed on fully funded scholarships covering tuition, supplies, room and

board. Once a barren landscape, the Institute has thrived into a center of learning and community with classrooms, dormitories, an event hall, recreation center, a newly developing skill lab, and even a self-providing farm for its students, workers and neighboring community. A select number of Institute students will continue training through a unique partnership with Queen Margaret University, where they can earn their Audiology degree online while continuing to serve patients.

By end of 2023, we will have graduated 103 Starkey Hearing Institute students from 19 different African countries. In one year, these 103 students will be able to serve 50,000 people. And that's just the beginning.



CONTINUOUS ACTION MODEL

Starkey Hearing Foundation's Wide Frequency Audibility® (WFA) Community-Based Hearing Healthcare Program utilizes a three-phase model to partner with local teams to identify potential hearing device candidates, and fit them with hearing devices and ear molds while also giving access to follow-up care.



PATIENT IDENTIFICATION & OUTREACH

Conduct community outreach and provide primary ear care services and hearing screenings to identify potential hearing device candidates. Potential candidates derive from wherever there is a need, whether it be already established clinics or hospitals, schools, churches, markets, or word of mouth from a local community member.



HEARING HEALTH CARE MISSION

Assess needs of candidates for specific hearing health treatment including cerumen management or infection control. Fit hearing device and earmolds on qualified candidates, provide them with batteries and counsel them on proper hearing device use and care.



ACTIVE CARE PROGRAM

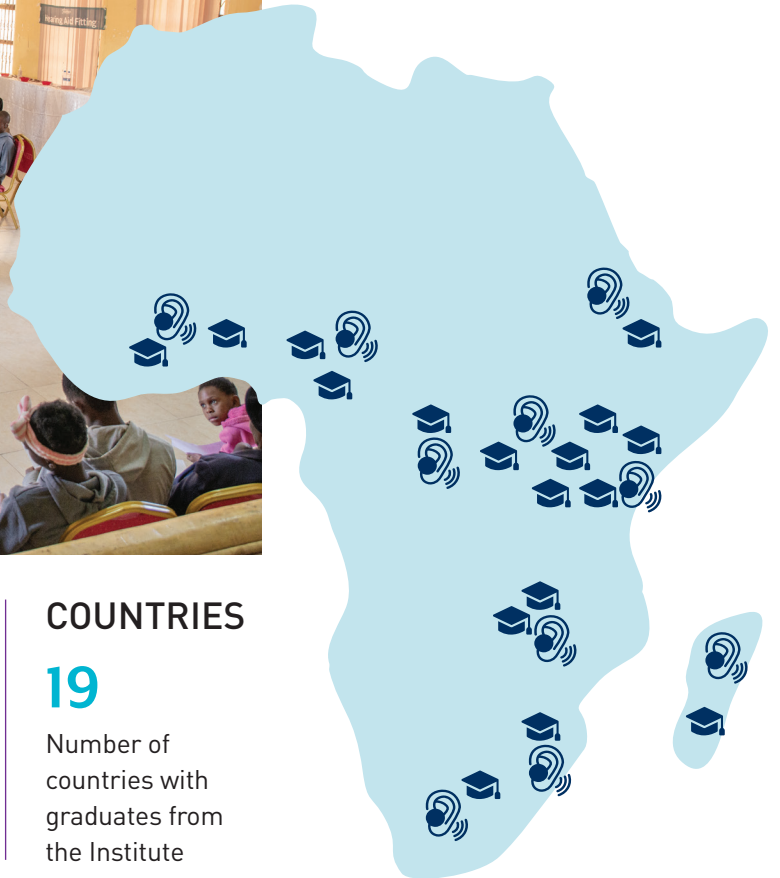
Starkey Hearing Foundation hearing healthcare providers will continue to serve hearing device recipients with Active Care services that include additional counseling, batteries, and repair and replacement of hearing devices and earmolds as needed. As well as assist hundreds of additional local individuals seeking hearing health treatment.



Made
in china

BY THE NUMBERS

FROM INSTITUTE TO IMPACT



GRADUATES

103

Total graduates from the institute in Lusaka, Zambia come November 2023

HEARING ACCESS

50,000+

Estimated number of individuals served yearly by Starkey Hearing Institute graduates

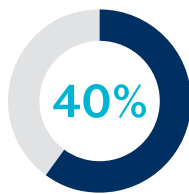
COUNTRIES

19

Number of countries with graduates from the Institute

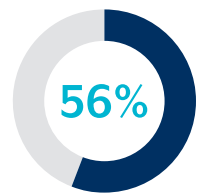
EDUCATION

Since wearing hearing aids, 40% of school students had an increase of improvements in school performance or attendance.



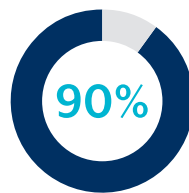
NEW EMPLOYMENT

Of those previously unemployed, once receiving hearing aids, 56% have found new employment or a way to conduct business for a living.



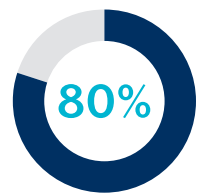
JOB SECURITY

For people who are employed and fitted with hearing aids, 90% saw an improvement in their work performance.



ELDER CARE

People age 60 years and older who received hearing healthcare report an improvement in their ability to socialize and connect with those around them.



PATIENT STORIES

Mihret // age 7 // Ethiopia ▾

Mihret and her mother were in desperate need of hearing aids. Unfortunately the location in which they are at, hearing aid devices cannot be obtained. The Starkey Hearing Foundation was able to hand deliver Mihret a set just for her. She and her mother cried upon receiving this unobtainable gift. Mihret's mother updated us that she notices improvements everyday like trying new words, playing with and understanding her friends, and being excited for school.



Mapulanga // age 41 // Zambia ^

Mapulanga, a Livingstone resident and businessman, faced a challenging journey. Losing his hearing at a young age forced him to abandon school, burdened by the weight of stigma. This painful ordeal left him unable to engage in meaningful conversations with loved ones. As time passed, this predicament threatened his livelihood, pushing his business to the brink of collapse.

Desperate for a solution, Mapulanga sought hearing aids, but the high costs and financial constraints kept them out of reach. Then, in 2017, the Starkey Hearing Foundation arrived in his community. He finally had his hearing assessed and was eventually provided with free hearing aids.

Mapulanga's life took a remarkable turn. With newfound clarity, he reconnected with family, friends, and customers. His heart brimmed with gratitude for the Starkey Hearing Foundation's benevolence, forever changing his world.

THE FUTURE OF STARKEY HEARING FOUNDATION AND GLOBAL HEALTH CARE

Same Goal, Bigger Impact

Our mission remains the same — to spread the access of the gift of hearing to the world. In 2024, the Starkey Hearing Institute has a goal to double its recruitment to 40 students over the course of the year through a blended online and on-campus training program. By training more hearing healthcare professionals as the delivery model year over year, and expanding the number of institutes, the number of people able to access sustainable long-term hearing healthcare services will increase exponentially every year.

Two New World-Class Institutes

In 2023, the Foundation has finalized its plans of progress with our monumental partnership with the University of Santo Tomas in the Philippines, marking a pivotal leap forward in our mission. The certificate program will allow classes of 40 to 60 students from several countries in Asia to complete a concentrated, six-month curriculum united under one banner of transformation to hearing access and opportunity. A journey that will shape not only their development but the future soundscape of communities near and far.

As our expansion continues to gain momentum, the equation is elegant in its simplicity yet monumental in its implications: more institutes, more trained healthcare workers, more hearing access, and ultimately, more lives improved.

... and Beyond

In continuing in the stride towards expanding access to hearing healthcare, we're embarking on preparations to establish a third institute in the vibrant landscape of El Salvador, within the Latin America/Caribbean region by the year 2027. This move underscores our commitment to catalyzing change and the forthcoming institute will serve as a beacon of hope, amplifying our impact across the region and around the world.

This venture is nothing short of a testament to our unwavering commitment to be at the forefront of change. Hearing healthcare is about to witness a surge of expertise, compassion, and innovation in Community-Based Hearing Healthcare — propelling us toward a future where lives are not just touched, but profoundly improved.



“ALONE WE CAN’T DO
MUCH. TOGETHER, WE CAN
CHANGE THE WORLD.”

BILL AUSTIN

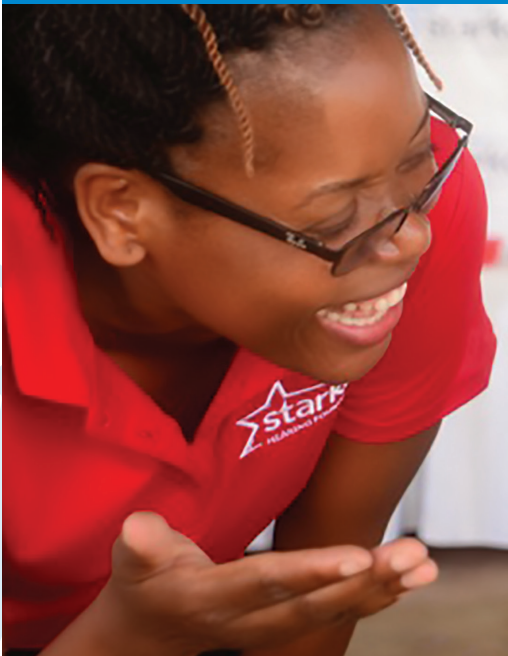


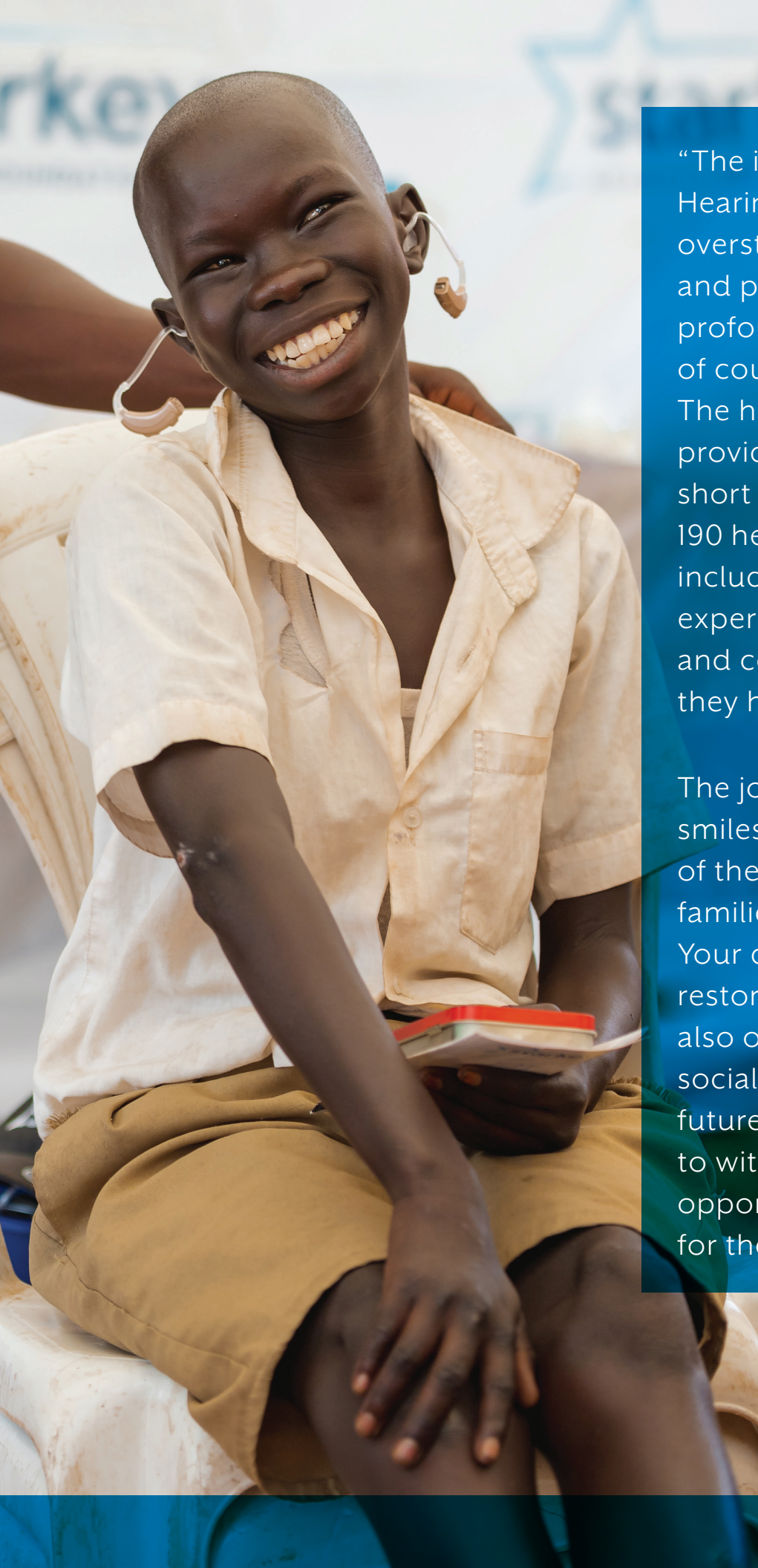


THANK YOU TO OUR DONORS —



WE CAN'T DO THIS WITHOUT YOU!





“The impact of Starkey Hearing Foundation cannot be overstated. Your commitment and purpose have brought profound changes to the lives of countless children in Nigeria. The hearing aids you generously provided have been nothing short of transformative, allowing 190 hearing-impaired individuals, including 108 children, to experience the world of sound and communication in ways they had never imagined.

The joy, hope, and radiant smiles that now grace the faces of these children and their families are immeasurable. Your donation has not only restored their hearing but has also opened doors to education, social inclusion, and brighter futures. It is heartwarming to witness the doors of opportunity swinging wide open for them.”

A THANK YOU TO OUR FOUNDERS

William “Bill” F. Austin realized his true calling in life, helping people with hearing loss, when he was young. He, along with his wife and partner, Tani Austin, have been living that calling for more than 50 years.

In 1984, the Austins founded Starkey Hearing Foundation based on their guiding philosophy — “So the World May Hear.” Since then, the Foundation has massively grown to provide better hearing across the world, first through a direct service model that served millions of people, and now with the exciting next chapter the Starkey Hearing Institute — a new educational model that will build on the foundation’s efforts and expand them exponentially.

None of this growth would have been possible without the leadership of Bill and Tani. Their combined experience, heart, and passion have led to the development of programs like the Foundation’s Community-Based Hearing Healthcare model that empowers communities to create ownership over local hearing health services, ensuring the long-term success of hearing aid recipients around the world. Starkey Hearing Foundation is now the global leader in developing sustainable philanthropy, and community-based systems of hearing healthcare and access.

The Austins’ purpose and passion has and will continue to guide the Starkey Hearing Foundation during this next, exciting chapter of sustainable hearing access to the world.

Thank you from everyone you’ve impacted through your calling.





“SO THE WORLD MAY HEAR.”

William F. Austin



**Give the Gift of Hearing.
DONATE NOW**

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#StarkeyHearingFoundation